

BellSouth Telecommunications, Inc.
Kentucky Public Service Commission
Case No. 2003-00379
AT&T's 1st Request for Production
October 10, 2003
Item No. 14

**ATTACHMENT TO REQUEST FOR PRODUCTION,
ITEM NO. 14**

Function:	
PR-9 Hot Cut Loops	
Methodology:	
<p>This metric measures the percent on-time performance for UNE Hot Cut Loops. A Hot Cut is considered complete when the following situation occurs:</p> <p>Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (e.g. <i>project completes by a certain date</i>).</p> <p>Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.</p> <p>A Hot Cut is considered missed when one of the following occurs:</p> <ol style="list-style-type: none"> 1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble). 2. Work was not done (e.g. <i>work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)</i>) by close of intervals noted under <i>Met Hot Cuts</i> definition due to a Verizon reason (e.g. <i>HFC, late turn-up, due date pushed out due to Verizon action</i>). 	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Verizon Administrative orders • Additional segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere. 	
Performance Standard:	
<p>Hot Cuts: PR-9-01: 95% completed within window PR-9-08: No standard</p> <p>Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines: one (1) to nine (9) lines: one (1) Hour 10 to 49 lines: two (2) Hours 50 to 99 lines: three (3) Hours 100 to 199 lines: four (4) Hours 200 plus lines: eight (8) Hours</p> <p>If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)²³. Four (4) hour window applies to start time.</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 	<p>Geography:</p> <ul style="list-style-type: none"> • New York

²³ Only applicable if Verizon New York notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC